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Oracle 1z0-1196-25 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> Understanding Financial Transactions: This section of the exam measures the skills of a Billing Analyst and covers how customer balances are calculated and maintained through service agreements and financial transactions. It includes how different transactions are generated and verified to ensure financial accuracy.
Topic 2	<ul style="list-style-type: none"> Maintaining Customer Information: This section of the exam measures the skills of a Functional Consultant and covers how to manage customer records, particularly their demographic and geographic data. It also includes how service points are linked with devices, how installation details are tracked, how customers set notification preferences, and how service agreements and usage subscriptions are used in billing.
Topic 3	<ul style="list-style-type: none"> Configuring Rates: This section of the exam measures the skills of a Rate Designer and covers the structure of rate schedules, including the setup of charges and configuration of rules that influence billing results. It ensures understanding of how each rate component impacts the final bill.
Topic 4	<ul style="list-style-type: none"> Initiating and Managing Service Orders and Field Activities: This section of the exam measures the skills of a Field Operations Coordinator and covers the full process of handling orchestrated service orders and field activities, from creation to completion. It focuses on extending configurations to support various customer-related field operations.
Topic 5	<ul style="list-style-type: none"> Starting and Stopping Service: This section of the exam measures the skills of a Customer Service Representative and covers the process of initiating and terminating service agreements. It explores how the system manages service transitions and supports customer service flows through guided interactions and system actions.
Topic 6	<ul style="list-style-type: none"> Understanding Adjustment: This section of the exam measures the skills of a Billing Analyst and covers how different types of adjustments work, the control mechanisms they use, and how they impact account balances. It includes the different methods for initiating and applying adjustments within the system.
Topic 7	<ul style="list-style-type: none"> Maintaining Device Information: This section of the exam measures the skills of a Device Management Specialist and covers the structure and function of measuring components and their connection to devices. It includes configuring device and measuring component types and managing them through their lifecycle.
Topic 8	<ul style="list-style-type: none"> Creating and Managing Payments: This section of the exam measures the skills of a Payments Administrator and covers the processing of payments from start to finish. It includes understanding different payment components and configuring systems to accept and reconcile payments from various sources.
Topic 9	<ul style="list-style-type: none"> Searching and Viewing Customer and Device Related Information: This section of the exam measures the skills of a Customer Service Representative and covers how to navigate the application screens, use advanced search features, and configure portals so users can access specific customer or device-related data efficiently.
Topic 10	<ul style="list-style-type: none"> Understanding Credit and Collections Capabilities: This section of the exam measures the skills of a Collections Officer and covers how the system uses automated processes to prompt debt recovery. It explains key concepts such as payment arrangements and pay plans, which help manage overdue balances.
Topic 11	<ul style="list-style-type: none"> Describing the Customer to Meter Product: This section of the exam measures the skills of a Functional Consultant and covers the overall scope of the Customer to Meter product, including its core purpose and how it operates across different utility functions. It also evaluates understanding of how various components share transactional functions and how shared objects are managed across the system.
Topic 12	<ul style="list-style-type: none"> Understanding Measurements and Performing Validation Editing Estimation (VEE) Processing: This section of the exam measures the skills of a Metering Analyst and covers the process of loading and processing measurement data, including how validations are applied and the role of VEE groups and rules in managing initial measurements and ensuring data integrity.
Topic 13	<ul style="list-style-type: none"> Maintaining Asset Information: This section of the exam measures the skills of an Asset Administrator and covers the setup and tracking of assets, including asset types, components, and specifications. It ensures understanding of how assets are classified and managed within the system using appropriate configurations.

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Oracle Utilities Customer to Meter and Customer Cloud Service 2025 Implementation Professional Sample Questions (Q35-Q40):

NEW QUESTION # 35

When a payment is made by a customer, it can impact their account's overall current balance. Which payment- related entity are financial transactions created directly against?

- A. Payment Event
- **B. Payment Segment**
- C. Payment
- D. Payment Tender
- E. Payment Advice

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, payments are processed through a hierarchy of entities, and financial transactions are created to reflect the financial impact of payments. The Oracle Utilities Customer to Meter Billing Guide clarifies that financial transactions are created directly against the Payment Segment. A payment segment represents the allocation of a payment to a specific service agreement or obligation, and it is at this level that financial transactions are recorded to update the account's balance.

The other options are incorrect:

Option A: Payment Advice is used for third-party payment instructions, not for direct financial transactions.

Option B: A Payment is a higher-level entity that groups payment segments, but financial transactions are not created directly against it.

Option C: A Payment Event groups multiple payments, but financial transactions are tied to payment segments.

Option E: A Payment Tender represents the method of payment (e.g., cash, check), not the entity for financial transactions.

Thus, the correct answer is D, as financial transactions are created against payment segments.

Reference:

Oracle Utilities Customer to Meter Billing Guide, Section: Payment Processing and Financial Transactions Oracle Utilities Customer to Meter Implementation Guide, Chapter: Payment Management

NEW QUESTION # 36

An implementation is starting an Advanced Meter Infrastructure (AMI) roll-out initiative and they plan to replace their legacy scalar TOU meters with smart meters. They want to continue to bill for the same TOU periods and they do not want to change the rate being used. Which three actions should an implementation take to support this requirement?

- **A. Add a TOU mapping usage calculation rule to the existing usage calculation group.**
- **B. Set up the new or existing usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription if not configured already.**
- **C. Add a new usage calculation group with a TOU mapping usage calculation rule.**
- D. Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already.
- E. Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate.
- F. Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate.

Answer: A,B,C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, transitioning from legacy scalar Time-of-Use (TOU) meters to smart meters in an Advanced Meter Infrastructure (AMI) roll-out requires careful configuration to maintain existing TOU billing periods and rates. The Oracle Utilities Customer to Meter Configuration Guide outlines the steps to support this requirement, focusing on usage calculation groups and TOU mapping rules. The correct actions are:

Option A: Add a new usage calculation group with a TOU mapping usage calculation rule. This is correct, as a new usage calculation group may be needed to handle the data from smart meters, which often provide interval data rather than scalar readings. The TOU mapping usage calculation rule ensures that the smart meter data is mapped to the existing TOU periods (e.g., peak, off-peak) for billing consistency.

Option C: Set up the new or existing usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription if not configured already. This is correct, as dynamic identification of the usage calculation group via plug-in logic on the usage subscription allows the system to select the appropriate group based on the meter type (e.g., smart meter vs. legacy). This ensures flexibility and compatibility with the new AMI infrastructure.

Option E: Add a TOU mapping usage calculation rule to the existing usage calculation group. This is also correct, as an alternative to creating a new group, the existing usage calculation group can be updated with a TOU mapping rule to process smart meter data while maintaining the same TOU periods, avoiding the need for extensive reconfiguration.

The Oracle Utilities Customer to Meter Implementation Guide explains that TOU mapping rules are critical for aligning meter data with billing periods, especially during AMI transitions. Smart meters typically provide granular interval data, which must be aggregated and mapped to TOU periods using these rules to match the legacy billing structure.

The other options are incorrect:

Option B: Add the TOU mapping usage rule to the Customer Rate Schedule extendable lookup for the rate. This is incorrect, as TOU mapping rules are part of usage calculation groups, not rate schedules, which focus on billing calculations.

Option D: Set up the new usage calculation group to be identified dynamically by plug-in logic configured on the usage subscription's type if not configured already. This is incorrect, as plug-in logic for dynamic group identification is typically configured on the usage subscription, not the subscription type.

Option F: Add the new usage calculation group to the Customer Rate Schedule extendable lookup for the rate. This is incorrect, as usage calculation groups are linked to usage subscriptions, not rate schedules.

Practical Example: A utility replacing scalar TOU meters with smart meters wants to maintain peak (7 AM-7 PM) and off-peak (7 PM-7 AM) billing periods. They create a new usage calculation group with a TOU mapping rule to aggregate smart meter interval data into these periods (Option A). Alternatively, they update the existing group with a TOU mapping rule (Option E). Plug-in logic on the usage subscription dynamically selects the appropriate group based on whether the meter is smart or legacy (Option C). This ensures billing continuity without changing the rate.

The Oracle Utilities Customer to Meter User Guide highlights that these configurations enable seamless AMI transitions, allowing utilities to leverage smart meter capabilities while preserving existing billing structures.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Calculation Groups and TOU Mapping
Oracle Utilities Customer to Meter Implementation Guide, Chapter: AMI Implementation and Rate Configuration
Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Calculations

NEW QUESTION # 37

An implementation is configuring VEE groups to include rules to be run when loading initial measurement data (IMD). What can a VEE group be directly associated with?

- A. Measuring Component Type and Measuring Component
- B. Device Configuration Type and Device Configuration
- C. Device Type only
- D. Device Type and Device
- E. Measuring Component Type only
- F. Device Configuration Type only

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, VEE (Validation, Editing, and Estimation) groups contain rules that process initial measurement data (IMD) to ensure accuracy before usage calculations or billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that a VEE group can be directly associated with Measuring Component Type and Measuring Component. This association allows the system to apply specific VEE rules to measurements based on the type of measuring component (e.g., scalar, interval) or the individual measuring component itself, enabling precise validation tailored to the device's characteristics.

The Measuring Component Type defines the general properties of a measuring component (e.g., whether it measures kWh, gallons, or demand), while the Measuring Component is the specific instance linked to a device. By associating VEE groups with these entities, the system ensures that the appropriate validation rules (e.g., high/low checks, multiplier application) are applied to the measurement data. For example, a VEE group for a scalar kWh measuring component type might include rules to check for readings outside expected ranges, while a specific measuring component might have additional rules based on its historical data.

The other options are incorrect for the following reasons:

Option A: Device Configuration Type and Device Configuration are related to device setup but are not directly associated with VEE groups, which focus on measurement data.

Option C: Device Type only is too broad, as VEE groups require more granular associations to apply specific rules.

Option D: Measuring Component Type only is partially correct but incomplete, as VEE groups can also be associated with individual Measuring Components.

Option E: Device Type and Device are not directly linked to VEE groups, as the focus is on measurement data rather than the device itself.

Option F: Device Configuration Type only is incorrect, as VEE groups are not limited to device configurations.

Practical Example: A utility configures a VEE group for a Measuring Component Type used for residential electric meters, including a rule to flag readings exceeding 10,000 kWh. For a specific Measuring Component at a high-usage customer's service point, the VEE group is further customized to adjust the threshold to 15,000 kWh based on historical data. This dual association ensures accurate validation for both the type and the individual component.

The Oracle Utilities Customer to Meter Implementation Guide emphasizes that associating VEE groups with Measuring Component Types and Measuring Components provides flexibility to handle diverse metering scenarios, ensuring data quality for billing and reporting.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: VEE Group Configuration Oracle Utilities Customer to Meter Implementation Guide, Chapter: Measurement Validation and Processing

NEW QUESTION # 38

A severance process is a series of events (for example, letters, To Do entries, field activities, and so on) to strongly encourage a customer to make a payment for their outstanding debt. How many service agreements are linked to a severance process?

- A. All service agreements that are connected to the initiating collection process
- B. Any number defined by the business user
- C. All service agreements that are connected to the initiating overdue process
- **D. One**
- E. None

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, a severance process is a collection mechanism designed to encourage payment for outstanding debts, typically involving actions like sending letters or initiating field activities. The Oracle Utilities Customer to Meter Implementation Guide specifies that a severance process is linked to one service agreement. This is because the severance process targets a specific service agreement with an outstanding balance, ensuring focused collection efforts.

The other options are incorrect:

Option A: The number of service agreements is not defined by the business user; it is system-defined as one per severance process.

Option B: The severance process is not linked to all service agreements in an overdue process; it targets a single service agreement.

Option C: A severance process is always linked to a service agreement, so "none" is incorrect.

Option D: Similarly, it does not include all service agreements in a collection process; it is specific to one.

Thus, the correct answer is E, as a severance process is associated with exactly one service agreement.

Reference:

Oracle Utilities Customer to Meter Implementation Guide, Chapter: Credit and Collections Oracle Utilities Customer to Meter Configuration Guide, Section: Severance Process Configuration

NEW QUESTION # 39

Why would an implementation use eligibility criteria in relation to usage calculations for calculating service quantities (often referred to as bill determinants) for billing calculations?

- A. To configure an optional usage validation group on a usage subscription type
- B. To configure an optional usage calculation group on a usage subscription type
- **C. To determine whether a usage transaction gets generated for a usage subscription**
- D. To configure an optional usage calculation group on a usage subscription
- E. To configure an optional usage calculation rule on a usage calculation group

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In Oracle Utilities Customer to Meter, eligibility criteria are used in the context of usage calculations to control whether certain conditions are met before processing usage data for billing. The Oracle Utilities Customer to Meter Configuration Guide specifies that eligibility criteria are used to determine whether a usage transaction gets generated for a usage subscription. A usage subscription links a service agreement to a usage calculation group, which calculates service quantities (bill determinants) for billing. Eligibility criteria ensure that a usage transaction is only created when specific conditions are satisfied, such as the presence of valid meter readings, active service agreements, or specific customer attributes.

For example, eligibility criteria might check whether a service point has an active meter installed or whether the billing period falls within the service agreement's active dates. If the criteria are not met, no usage transaction is generated, preventing incorrect or incomplete billing calculations.

The Oracle Utilities Customer to Meter Implementation Guide further explains that eligibility criteria provide a gatekeeping function, enhancing the accuracy of usage calculations by filtering out ineligible scenarios. This is particularly important in complex billing environments where usage data must be validated before processing.

The other options are incorrect for the following reasons:

Option B: To configure an optional usage validation group on a usage subscription type is incorrect, as eligibility criteria are not used to configure validation groups; they control transaction generation.

Option C: To configure an optional usage calculation rule on a usage calculation group is incorrect, as eligibility criteria are applied at the subscription level, not the calculation rule level.

Option D: To configure an optional usage calculation group on a usage subscription type is incorrect, as usage calculation groups are mandatory for usage subscriptions, not optional.

Option E: To configure an optional usage calculation group on a usage subscription is incorrect for the same reason; usage calculation groups are required, and eligibility criteria focus on transaction generation.

Practical Example: A usage subscription for a residential electric service includes eligibility criteria requiring an active meter and a billing period within the service agreement's dates. If a customer's meter is temporarily disconnected, the eligibility criteria prevent a usage transaction from being generated, avoiding erroneous billing until the meter is reactivated.

The Oracle Utilities Customer to Meter User Guide underscores that eligibility criteria are a critical control mechanism, ensuring that only valid usage data is processed for billing, reducing disputes and operational errors.

Reference:

Oracle Utilities Customer to Meter Configuration Guide, Section: Usage Subscription and Eligibility Criteria
Oracle Utilities Customer to Meter Implementation Guide, Chapter: Usage Calculation Processing
Oracle Utilities Customer to Meter User Guide, Section: Managing Usage Subscriptions

NEW QUESTION # 40

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